

What you said

Your responses to the questions in the second Next Steps News

Next Steps News 2 sought your feedback on six key questions. We were mindful of your feedback from edition 1 and crafted the questions so they were hopefully easier to understand.



A total of 91 of you completed questionnaires, either online, by post or during the two question and answer sessions at the hospital. When coupled with the number of stakeholders who addressed the questions at the stakeholder panel meeting on 23 February, 133 people gave us their views; for which we thank you very much. The responses received were wide and varied, ranging from staff who clearly had a long historical knowledge of the hospital, to patients and relatives experiencing their first visit. Three clear responses came through when you were asked what you like about Hinchingsbrooke hospital. Very top came the friendly staff, closely followed by its locality and ease of access and then the provision of excellent care.

You reflected on these issues again when asked about the three most important things for you, in relation to Hinchingsbrooke's services. Top came

quality of care, followed by friendliness and caring attitude. Short waiting times, largely relating to referrals, and the overall waiting experience came third.

When asked what you didn't like about Hinchingsbrooke, it will come as no surprise to anyone who knows the hospital that parking was the most frequently mentioned. Most of you weren't necessarily against paying, recognising the income that it provided for the hospital, but you clearly wanted to pay for the time you spent there, rather than the three hour minimum fee. Long waiting times came second, and the debt and uncertainty over the future came third.

When asked what changes you would like to see, parking once again topped the poll. The second most stated response was that you did not want to see anything changing, which demonstrates the high regard you have for the services you receive. Many of you thought that there

should be more staff, or that staff should spend more time with patients. Some of you wanted to see improvements to specific services, including A&E, maternity, stroke, learning disabilities, radiotherapy and out-of-hours services.

Most of you wanted any new management to keep you up to date with news about the hospital via the local media, with the Hunts Post frequently mentioned. By email and post were your second and third choices. However, almost as many of you said that you did not really want to be kept up to date, and staff should "just concentrate on doing the job".

Lastly, most of you were not sure how the buildings at the hospital could be put to better use, although many of you wanted to see more or extended services, and more wards opened up. Alternatively, improved relaxation spaces including TV viewing rooms and children's play areas came to your minds.

Your responses clearly showed how much you value Hinchingsbrooke's services and the fact that they are local to where you live and work, with several respondents travelling some distance, choosing Hinchingsbrooke over their local hospitals.

The Hinchingsbrooke Next Steps project board reviewed your responses on 7 April and they were then forwarded to bidders so they could take your thoughts into consideration as they prepare their proposals. Please continue to get involved and give us your thoughts at any time; see the back page for details on how.

